

## **HUMAN RESOURCES/HUMAN RIGHTS**

2008 Annual Report

### **HUMAN RESOURCES DEPARTMENT**

The Human Resources Department (HRD) provides a variety of services to Town employees to ensure that the needs of the Town are met by responding to staffing needs and managing the hiring process through recruitment, advertisement, and administering exams as needed. The HRD communicated to employees through the annual open enrollment process benefit programs and policies. The HRD also manages the Workers Compensation Benefit Program and assists the different departments with assessing Human Resources needs. During FY 08 HRD participated in the Collective Bargaining Process and Contract Management for union employees, and assisted the departments with implementing collective bargaining agreements, and assured compliance with all federal and state labor laws.

The HRD meets with the Personnel Board on a monthly basis and collaborates on issues regarding personnel policies and procedures to assure equitable treatment of employees by supporting the different departments with the administration of policies and procedures as they relate to Human Resources.

### **PERSONNEL BOARD**

The Personnel Board consists of five members; each member serves a three-year term. No person employed by the Town or holds an official position in Town government, except Town Meeting members, shall be appointed to the Personnel Board. Four members of the Personnel Board are appointed by the Select Board; for one member, the Select Board shall receive a nomination for appointment from the employees. One member of the Personnel Board is appointed by the Library trustees. All members must be residents of Amherst.

At the present time there are two vacancies, the Library Trustee's vacancy, and the employee representative. This past year there was an attempt to fill the employee vacancy. Two Citizen Activity Forms (CAF) were received for the vacancy. The Personnel Board met with the non-union staff twice this fiscal year.

### **RECRUITMENT & ADVERTISEMENT**

Recruitment and Advertisement is done through newspapers, and website postings. The advertisement is done with: The Daily Hampshire Gazette, The Amherst Bulletin, The Sentinel, The Republican/Union News, Brattleboro Reformer, and The Keene Sentinel. Other forms of advertisement are with the Amherst Survival Center, Career Options Resource Center – Hampshire College, Career Point, CCACTV, Elms College, Massachusetts Rehabilitation Center, Riverside Industries, Skills Career Education Center, UMass Career Services, and the University without Walls. There were a total of 18 advertisements for FY 08.

## NEW HIRES

There were 17 new hires during FY 08: 2 internal, 2 Police Patrol Officers, 3 Parking Enforcement Officers, 4 Emergency Dispatchers, 1 Sanitarian, 1 Associate Planner, 2 Library personnel, 1 Council on Aging Outreach Worker, and 1 Social Justice Program Coordinator.

## RETIREMENT, RESIGNATION, TRANSFER, & TERMINATION

During FY 08, 3 employees retired, and HRD received a total of 15 resignations, 2 transferred, and 1 termination.

## YEARS OF SERVICE RECOGNIZED

2 – 30 Years  
4 – 25 Years  
9 – 20 Years  
5 – 15 Years  
3 – 10 Years

In FY 08, the Town employed 300+ employees including part-time non-benefited and summer help, 70 of whom are non-union fully benefited employees.

## ADMINISTRATION & FINANCE

There are 28 staff, of whom 20 are females and 8 are males.

### PUBLIC SAFETY

Employs 142 staff

#### Fire Department

Has 69 employees: 14 Administrative staff, 32 Firefighters, 5 Call Force Administrators, and 18 Call Firefighter, of whom there are 6 females and 63 males.

#### Police Department

Has 56 employees: 8 Administrators, 4 Lieutenants, 7 Sergeants, and 37 Patrol Officers and 1 Animal Welfare Officer; 10 of the staff are females and there are 46 males. Two Patrol Officers were promoted to Sergeants, and a Lieutenant was promoted to Captain. Two Patrol Officers were hired.

#### Communication Center (Emergency Dispatch)

Has 13 employees: 1 Administrator and 12 Emergency Dispatchers; 6 are female and 7 males.

#### Parking Enforcement

Has a staff of 3, 1 female and 2 males

#### Maintenance/Custodial

8 employees, 3 females and 5 males.

## PLANNING & CODE ENFORCEMENT

### Conservation Department

Is made up of 5 employees, 2 females and 3 males.

### Inspection Services

Employs 6 staff, 2 females and 4 males.

### Planning

Have a staff of 4, 2 females and 2 males.

### HUMAN SERVICES

#### Council on Aging

Has a staff of 5, 1 Administrator, 1 Social Worker and all are females.

#### Health Department

Have a staff of 7, 1 Administrator, 2 Sanitarians, 1 Public Nurse, 1 Outreach Worker, and a Social Justice Worker; 6 females and 1 male.

#### Leisure Services and Supplemental Education

Consists of 8 females and 3 males with a total of 11 permanent staff, plus summer help.

#### Veteran Services

1 full-time female employee and several volunteers.

### JONES LIBRARY

The Amherst Libraries (three locations) are made up of 29 staff members; 21 females, and 8 males.

### PUBLIC WORKS

DPW has a total of 57 employees: 2 Administrators, 2 Management Assistants, 1 Town Engineer, 1 Jr. Civil Engineer, 1 Engineering Technician, and 1 Utilities Technician.

There are 5 females and 52 males employed with DPW.

#### Equipment Maintenance

1 Division Supervisor and 2 Mechanics.

#### Highway Division

1 Division Director, 2 Crew Supervisors, 1 Roadway Sign & Paint Technician, 1 Maintenance Worker, and 1 Laborer.

#### Equipment Operators

4 Equipment Operators.

#### Skilled Laborer/Truck Drivers

5 skilled Laborer/Truck Drivers.

#### Landfill and Recycling

1 Facilities Supervisor, 1 Equipment Operator, and 1 Skilled Laborer/Truck Driver.

#### Parks and Commons

1 Crew Supervisor, 2 Maintenance Workers, 2 Skilled Laborers/Truck Drivers, and 1 Laborer.

#### Street & Traffic Lights

1 Division Director, 1 Electrician.

#### Tree Care and Pest Control

1 Crew Supervisor, 1 Equipment Operator, and 1 Laborer.

#### Wastewater Treatment Plant & Pumping Station

1 Division Director, 1 Mechanic/Supervisor, 1 Lab Technician, 2 Crew Supervisors, 2 Mechanics, and 2 Maintenance Workers.

#### Plant Operators

4 Plant Operators.

#### Water Division

1 Division Director, 1 Division Supervisor, 1 Treatment Operator, 1 Mechanic, 1 Meter Reader, 1 Skilled Laborer/Truck Driver, 2 Maintenance Workers, and 32 Treatment operators.

In conclusion, I would like to appreciate the support of the staff in the Town Manager's Office during this period of transition.

Respectfully submitted by,

Eunice Torres, Human Resources/Rights Director